

REQUEST FOR INFORMATION RELATED TO THE LOUISIANA OFFICE OF GROUP BENEFITS WEBSITE

August 15, 2014

This Request for Information (RFI) is for planning purposes only and should not be construed as a Request for Proposal (RFP). This is not a solicitation for offers. This information will be reviewed and discussed by the state agency and may result in the advertisement of a formal and competitive Request for Proposal for the services included in the RFI.

Background

The mission of the Louisiana Office of Group Benefits (OGB) is to offer an employee benefits package that meets or exceeds industry standards and/or benchmarks. OGB recognizes that successful communications with its customers – the members, the agencies, the vendors and the public – is the key to successfully meeting its mission and its website is most often the primary instrument that its customers utilize to interact with OGB.

The current OGB website, which may be accessed at www.groupbenefits.org, was deployed in 2005 and is no longer an effective vehicle for exchanging information with OGB customers. OGB acknowledges that this website is in need of a new structure that will make it both more useful and user-friendly for its customers.

Purpose of the Request for Information

This Request for Information is issued by the Office of Group Benefits for the purpose of collecting information from qualified companies which can show a demonstrated capacity to design and deploy a new website as described in *Attachment I: Scope of Services*.

OGB welcomes all responses to this RFI, which will be utilized to learn of potential interest of contracting for these solutions. The knowledge gained from these responses may be used to formulate a Request for Proposal (RFP) for the services requested herein.

RFI Coordinator

RFI responses must be directed to the RFI coordinator:

David Moore
PMO Project Director
Office of Technology Services
P.O. Box 94095
Baton Rouge, LA 70804-9095
Phone: 225-342-7105
Fax: 225-219-9475
Email: CIO@la.gov

All communications relating to this RFI must be directed to the RFI Coordinator named above. All communications between respondents and OGB staff members concerning this RFI will be strictly prohibited.

Schedule of Events

OGB reserves the right to revise this Schedule of Events.

Schedule of Events	
Public Notice of RFI	August 15, 2014
Deadline for Respondent Inquiries	August 22, 2014 2:00 PM CST
Deadline for OGB Response to Inquiries	August 29, 2014 2:00 PM CST
Deadline for Receipt of RFI Responses	September 17, 2014 4:00 PM CDT

Proposal Preparation Cost

OGB will not pay for the preparation of any information or response submitted in reference to this RFI, nor will it pay for any use of response information. The respondent assumes sole responsibility for any and all costs and incidental expenses associated with the preparation and reproduction of any proposal submitted in response to this RFI.

Proprietary and/or Confidential Information

Pursuant to the Louisiana Public Records Act (La. R.S. 44:1 et.seq.), all public proceedings, records, contracts, and other public documents relating to this RFI shall be open to public inspection. Respondents should refer to the Louisiana Public Records Act for further clarification, including protections sought for proprietary and/or trade secret information. Respondents are reminded that any material within a response to this RFI identified as confidential or proprietary must be clearly marked. Any response marked as confidential or proprietary in its entirety may be rejected without further consideration or recourse.

Written Inquiry / Response Process

Respondents may submit written inquiries to the RFI Coordinator via email according to the Schedule Events herein.

OGB shall provide responses to all written inquiries, according to the Schedule of Events, in the form of an RFI addendum, posted to the LaPAC at <http://www.doa.louisiana.gov/osp/lapac>.

Proposal Submission

Proposals, which must include one hard-copy and one digital (CD or DVD) copy, must be submitted via U.S. Mail, courier, or hand-delivered to:

If courier mail or hand-delivered

David Moore

PMO Project Director
Office of Technology Services
Claiborne Building
1201 N. Third St., Suite 2-130
Baton Rouge, LA 70802

If delivered by U.S. Mail

David Moore

PMO Project Director
Office of Technology Services
P.O. Box 94095
Baton Rouge, LA 70804-9095

All proposals must be received by the due date and time indicated on the Schedule of Events. Proposals received after the due date and time will not be considered. It is the sole responsibility of each respondent to assure that its proposal is delivered at the specified location prior to the deadline. Proposals which, for any reason, are not so delivered will not be considered.

Ownership of Proposal

All proposals become the property of OGB and will not be returned to the respondent. OGB retains the right to use any and all ideas or adaptations of ideas contained in any proposal received in response to this solicitation. Selection or rejection of the offer will not affect this right. Once a contract is awarded, all proposals will become subject to the Louisiana Public Records Act.

Format of Proposal

All proposals shall be submitted in hard-copy and digital format (pdf or Word is preferred), not to exceed 10 pages, in 10pt. Font or larger according to the following outline:

- **Corporate Background and Experience:**
Responder shall provide a brief description of the company, including a brief history, corporate structure, and organization and the number of years in business.
- **Business Model for Contracting of Services:**
Responder shall describe its approach to a contract for its services should it be awarded a contract through a subsequent RFP contract, but without providing any cost information in its response.

- **Approach and Methodology**
Responder shall describe its proposed solution for website design, interface design, data exchange, and deployment requirements.
- **Implementation Timeframe of Solution**
Responder shall indicate the minimum timeframe from contract execution for full implementation of its solution, inclusive of equipment acquisition, configuration, and testing.

No cost information shall be included in this RFI response.

ATTACHMENT I: SCOPE OF SERVICES

The focus of this RFI is to learn of innovative approaches and methodologies of designing and deploying a new OGB website, as well as the contracting structure that respondent would propose should a contract be awarded to it through a subsequent RFP.

The Approach and Methodology section of the response should include provide for the following:

- Ability to access through all market-leading browsers, including Chrome, Firefox, Internet Explorer, and Safari;
- Ability to optimized for use on mobile devices, including smart phones and tablets;
- Ability to include a content management system that allows appropriate employees to make changes to the content and layout of the site;
- Ability to allow self-service feature to members, providing them with the ability to update personal information and to make changes to their plans when appropriate;
- Ability to allow self-service feature to agencies;
- Ability to allow agencies to generate reports of user activities;
- Ability to interface with Google Analytics or similar metric analysis tools;
- Ability to provide a functional search feature;
- Ability to provide single sign-on functionality;
- Ability to include real-time interfaces to OGB databases;
- Ability to include interfaces with payroll systems;
- Ability to provide user role access levels and security, allowing certain types of information to be accessed by specific users roles (members, agencies, vendors, public);
- Ability to secure personal health information and ensure compliance with HIPAA regulations;
- Ability to provide e-forms that are easily accessed and submitted to the appropriate party;
- Ability to provide links to third party sites, including YouTube, social media and similar sites;
- Ability to provide a Frequently Asked Questions section;
- Ability to provide information on legislation that impacts OGB;
- Ability to provide an archive of communications from the previous 5 years.